

**EXHIBIT "B"**

**REVISED PROPOSAL PURSUANT TO NEGOTIATIONS**

**City of Sunnyvale**

**randstad®**

**Presented to:**

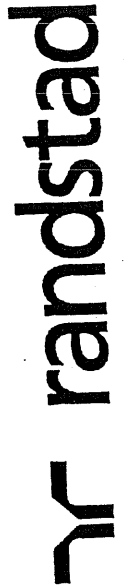
Elaine Wesely  
Purchasing Officer

**Presented by:**

Terry Dell  
Market Manager

**Randstad North America**

2901 Tasman Drive  
Suite 102  
Santa Clara, CA 95054  
Telephone (408) 727-1782  
Fax (408) 727-6434



March 10, 2002

Ms. Elaine Wesely, Purchasing Officer  
City of Sunnyvale  
Purchasing Division  
City Hall Annex  
650 West Olive Avenue  
P.O. Box 3707  
Sunnyvale, CA 94088-3707

Dear Ms. Wesely:

Thank you for considering Randstad as a potential business partner to City of Sunnyvale.

At Randstad, we pride ourselves on being a full-service company, able to provide City of Sunnyvale with one of the widest and most diverse array of employment services in the industry. Our staff can offer you the best of both worlds: the responsiveness and commitment of a local business with the support and resources of a leading global organization.

The attached proposal package presents a brief overview of Randstad, our business philosophy, and our range of service capabilities. Though you may have multiple staffing needs, we have a single clear focus: to develop, design, and deliver effective business solutions according to your specific requirements. Our extensive experience in working with the City of Santa Clara has given us an understanding of some of the nuances and requirements of city governments.

You have my personal commitment that choosing Randstad as your strategic employment services partner will make a difference in City of Sunnyvale's overall productivity and efficiency. We look forward to demonstrating how we can provide you with innovative solutions and responsive, quality service.

Sincerely,

Terry Dell  
Market Manager

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**Proposer Response**

**Honorable City Council  
City of Sunnyvale  
Sunnyvale, California**

**The undersigned proposer hereby offers to provide temporary personnel placement services in strict compliance with the specifications, terms and conditions set forth in this Request for Proposals.**

**General Information**

1. **Company Name:** Randstad, US, LP \_\_\_\_\_
2. **Headquarters Address:** 2015 South Park Place, Atlanta, GA 30339 \_\_\_\_\_
3. **Number of Locations Nationwide** 507 **Number of California Locations** 26 \_\_\_\_\_

**Number of Employees Nationwide**      Nationally: 2,700 – Randstad places over 40,000 people weekly within the United States .

**Average National Annual Business Volume Over Last Three Years \$**

1998 - \$1.35 billion  
1999 - \$1.435 billion  
2000 - \$1.5 billion

4. **Local Office Information (Defined in Section II, Paragraph K.)**

**Address:** 2901 Tasman Drive, Suite 102, Santa Clara, CA 95054 \_\_\_\_\_

**Number of Employees**      Seven \_\_\_\_\_

**Average annual business volume over last three calendar years**

Santa Clara \$10mm annually Bay Area \$40mm annually

**Average annual staff turnover rate based upon last three calendar years**

25%-30% average turnover

**Number of Years Providing Temporary Personnel Placement Services at this Location**

Temporary Personnel Placement Services have been provided from this location since November 15, 1982. Randstad acquired the existing company brand in the year 2000.

Office Manager Terry Dell

Telephone No. 408-727-1782

**Primary Contact Person for the City of Sunnyvale:**

Name Terry Dell

Telephone No. 408-727-1782

**Relevant Work Experience**

Terry Dell leads a Market Team with over 25 years of staffing industry experience. As the primary client contact for top area accounts, such as the City of Santa Clara, XEROX P.A.R.C. and Cypress Semiconductor, Terry has solidified our relationships by providing solutions to challenges and customizing client services for continued success. As a result of these changes, some of our top client accounts have increased use as much as 30%. Through his commitment to training and personnel development, he has reduced workforce turnover and increased productivity among his own staff, as well as clients. The Market Team consists of seven team members including a Flex-Life Consultant for talent pool sourcing and benefits administration, an industrial practice Agent, two office practice Agents, an on-site agent, a risk management analyst, a business development manager, and a market manager. Each member of this team plays a specific, and important role in Randstad's ability to provide an unparalleled pool of talent when the City of Sunnyvale's needs arise.

**Proposer Response**

- 5. Business Organization Type.** Indicate whether your firm is an individual proprietorship, partnership, corporation, etc.

Randstad US, LP is a Delaware Limited Partnership. Our parent company, Randstad Holding, NV is headquartered in The Netherlands.

**If incorporated, provide the following information:**

Date of incorporation     N/A     State of incorporation     N/A    

**If an individual or partnership, provide the following information:**

Formation date of Company     1993

**Name and address of all partners, indicating whether they are general or limited partners:**

Randstad US, LP is a limited partner of Randstad Holding, nv. They are located at 2015 South Park Place, Atlanta, GA 30339.

Jim Reese	Chief Executive Officer
Larry Collins	Chief Information Officer
Ben Elliott	Chief Financial Office
Virginia Means	Human Resources Director
Allen Gershlak	Managing Director
Linda Galipeau	Managing Director
Genia Spencer	Managing Director

**6. Agency Forms**

**Are you willing to develop, at your expense, an employment application, time card and other forms specifically for the City of Sunnyvale? Yes/No?**

Yes. Randstad will work with the City of Sunnyvale to develop the necessary tools to properly record, invoice, and report charges to the City. We have enclosed a copy of our current job application for your review. Randstad has added an example of a questionnaire insert to address the specific employment question of the City of Sunnyvale.

**7. Time Cards and Invoicing**

**Electronic Invoicing Options**

Based on City of Sunnyvale's specifications, Randstad has the capability of submitting EDI invoice transactions, tape billing, direct connect modem billing, e-mail billing, and diskette billing. All we require is a specification for the data to be included in the transmission.

We have developed a sophisticated EDI billing process, which is currently in place, for a number of clients including GlaxoSmithKline, Ryder, Price Waterhouse Coopers, and Citigroup. Currently, at Glaxo, we electronically consolidate weekly billings for six vendors and bill over \$20 million per year through this process, with only minimal exceptions.

**Technology**

To meet rapidly changing needs of our customers, we are committed to investing in leading-edge technology. Our Shared Services Center is a fully computerized facility. We have literally invested millions of dollars in equipment, software and services. This strategic decision has enabled us to achieve a leadership position in managing our business, delivering a high level of service, and effectively providing information to our customers. Our technology allows for a totally linked electronic environment enabling Randstad to offer an array of invoicing and payment options to our clients. By partnering with technology leaders JD Edwards and Peoplesoft, Randstad is positioned to provide the City of Sunnyvale with the best technological support in the industry. In fact, our partnership with Peoplesoft has created the industries first Peoplesoft front and back office of its kind. Our Prism system offers the most seamless human resources support in the industry.

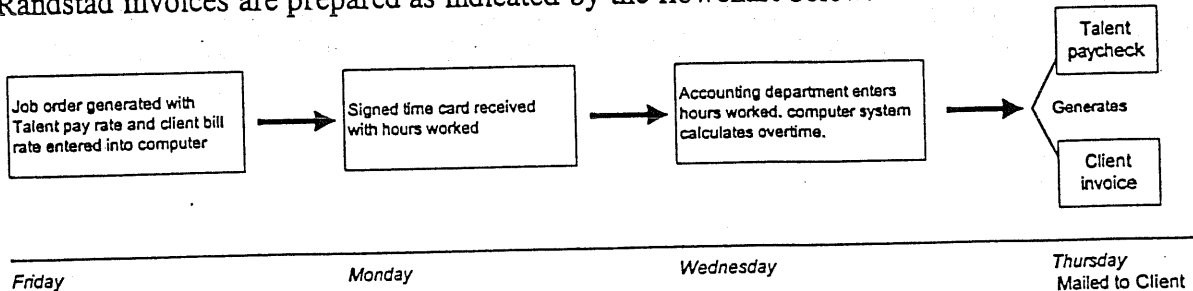
**Format and Timeframe**

Randstad will be responsible for providing weekly consolidated invoicing to City of Sunnyvale. Invoice design can be tailored to meet your specific needs and delivered in a variety of formats including paper, diskette and EDI. This weekly invoice will contain Randstad billings and the consolidated billings of any subcontractor(s).

## Proposer Response

### a. Invoice Frequency

Randstad invoices are prepared as indicated by the flowchart below:



### Invoicing Process

Randstad will provide weekly invoices to City of Sunnyvale in the format you require. Our standard invoice format provides a clear, easy-to-read recap of weekly staffing activity. Each invoice will be submitted to City of Sunnyvale.

Please See Attachment I for Sample Invoice

### b. Payment Terms

Randstad's payment terms are net 30.

### c. Can you accommodate reimbursement of mileage and out-of-pocket expenses?

Yes/No?

Yes

If yes, describe proposed procedure and how reimbursement will be reflected on invoices.

### Expense Reimbursement

Any expense presented to Randstad by a talent will be verified with the talent's supervisor. All expense reimbursement will be invoiced in the same manner as hours worked, appearing on the invoice with the talent requesting the expense reimbursement.



## Proposer Response

### d. Enter here or attach a narrative explaining

#### 1. Your standard invoice procedure.

##### **Invoicing Capabilities**

All billing and payroll data are consolidated at the corporate location, and billing generated centrally. The client invoice copy now includes a scanned image of the employee time sheet. Randstad has the capability to perform various types of electronic billing, depending on the requirements of the customer. This currently includes capability to submit EDI 810 (invoice) transactions, tape billing, direct connect modem billing, and diskette billing. Reports and other data files can also be formatted from corporate data and transmitted electronically for use by clients in database or spreadsheet applications.

##### **Subcontractor Invoices**

Randstad can also be responsible for payment to our subcontractors for any employees they have assigned to City of Sunnyvale. Randstad is able to provide an administrative service by consolidating the billing into one format, receiving payment and dispatching payment to the individual vendors.

## **Proposer Response**

### **2. How you propose to provide electronic invoices to the City of Sunnyvale?**

#### **EDI Capabilities**

Based on City of Sunnyvale's specifications, Randstad has the capability of submitting EDI 810 invoice transactions, tape billing, direct connect modem billing, e-mail billing, and diskette billing. All we require is a specification for the data to be included in the transmission.

#### **EDI Payments**

1. Randstad completes an EDI Authorization form and return to the client. This form provides all pertinent information and gives the client authorization to deposit funds into our bank account using our ABA number.
2. Randstad provides staffing services to the client and invoices weekly.
3. The client pays weekly invoices through wire transfers from their corporate account into the Randstad bank account using the ABA number.
4. The client mails or faxes a remittance advice indicating the specific invoice numbers to which the wire transfer is to be applied.
5. Randstad receives a daily download from our bank, which indicates all electronic payments.
6. Randstad matches the wire transfer amounts to remittance advice and applies to the correct invoice numbers.

#### **Timeframe**

As part of the implementation process, Randstad will develop and create the invoice and billing process during week three of the implementation process.

**Please see attachment III for entire implementation timeframe.**

## Proposer Response

### 3. How do you propose to handle the City's timekeeping process (recording hours by charge codes), both on timecards and on invoices?

#### Customized Invoice Formats

Many of our volume clients require customized billing formats to assist them in tracking selected data. Randstad's billing process is flexible, allowing us to generate invoices in any format you request. Invoices can be segmented by department, skill category, or even by your own designation system.

#### Report Generation

Custom report generation, including color graphics, is available as an option through the use of third party software deployed on a Windows PC connected to the local office system. Clients with automated timekeeping systems (e.g., PeopleNet/Cignify) can submit timesheet data electronically, helping to reduce the time spent entering payroll in large accounts, and helping to ensure that payroll entries matches the client's system.

#### Web-based Capabilities

As Randstad becomes an employment leader in the 21<sup>st</sup> century, it is only natural to incorporate more online technology to enhance the efforts of our employees, better satisfy the needs of our clients, and increase the success of our Talent. Our intranet and internet sites offer an evolving medium of communication and information. These sites bring our company together in new, powerful, and innovative ways—helping us share information and operate more cohesively than ever before.

- **Intranet:** Randstad Access is a dynamic vehicle for shared communication and understanding as a unified environment for common language, tools and resources. Access provides strategic objectives and tools, information and community, and general operational process support. Our staff can obtain useful information including answers to frequently asked questions (FAQs) concerning departments, contact information, best practices, Randstad University training courses, recruiting and retention strategies, and almost anything else our employees need to know.
- **Internet:** Randstad's new web-based requisitions system allows us to create a customized client interface. This interface can include automated versions of talent requests, assignment extensions, talent conversions, client feedback, service documents, and escalation processes. We use information gathered from the City of Sunnyvale during the implementation process to customize a program to best serve your needs.

Please see attachment VIII for examples of our web-based requisition system. We also invite you to visit [www.us.randstad.com/cypress/](http://www.us.randstad.com/cypress/) to view an active site.

## **Proposer Response**

### **Reporting Methods**

We can generate a confirmation download report to validate that the funds have been received and applied appropriately. The information is downloaded from our system into an ASCII format for easy transference into your system. A representative from the Randstad Management Information Systems (MIS) department can meet with you to determine your specific requirements.

Randstad's management reporting EDI capabilities are identical to our billing system. City of Sunnyvale can receive customized reports detailing usage figures by department, skill, or any other classification you request. A year-to-date total of hours and dollars used can also be made available. The unique feature of Randstad's EDI capabilities is that we are able to conform to your present system. Rather than requiring you to change your references, such as transaction ID numbers and versions, Randstad will set up our system to mirror your processes.

### **Benefits to City of Sunnyvale**

- Reduces paperwork associated with purchasing and accounts payable functions
- On-line staffing capabilities
- Error reduction
- Availability of status reporting for contingent staffing requests

## **Customized Management Reports**

Randstad has the capability to provide both standard and customized ad hoc reporting to City of Sunnyvale. If our current reports do not match your needs, our Information Technology team will meet with you to determine the structure, content and format of the reports you require.

## **Standard Reports**

The following standard reports will be delivered monthly to City of Sunnyvale:

- Name of Employee
- Social Security Number
- Job Classification of Current Position
- Current Assignment Start Date
- Hours Worked By Charge Code
- Total hours worked fiscal year to date, regardless of number of assignments
- Current invoice rate
- Percentage markup for current position
- City department to which employee is currently assigned
- Name of supervisor for current position
- Amount and type of any one-time fees assessed for current assignment
- If agency has more than one local office, the office to which the employee reports

## **Billing Detail Report**

Randstad provides a customized billing detail report weekly, monthly, quarterly, or at any frequency you request. This report tracks the cost and usage of all Randstad Talent working for City of Sunnyvale. By helping plan and budget staffing usage, this management tool is invaluable to the volume temporary help user.

This report is designed to provide information regarding volume, total amount billed, and labor hours per skill category. The report can be sorted by department, and shows a weekly account of staffing activity.

## **Monitoring Departmental Expenditures**

If City of Sunnyvale can provide us with departmental budgets, we can produce a report that will show actual expenditures to budget and highlight variances. We can then roll up individual departments into groups, divisions, etc., for a total actual to budget comparison. We will then distribute these reports to the end users on a monthly basis. If City of Sunnyvale would like us to monitor incoming orders and require appropriate approvals for departments who are over budget, we can implement this procedure.

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Selection of Activity Reports

Selected Criteria		Frequency		Column Headings	
Area	<input type="checkbox"/>	Weekly	<input type="checkbox"/>	Location (where Talent is working)	<input type="checkbox"/>
Division	<input type="checkbox"/>	Bi-weekly	<input type="checkbox"/>	Employee name	<input type="checkbox"/>
Department	<input type="checkbox"/>	Monthly	<input type="checkbox"/>	Job skill	<input type="checkbox"/>
Manager's name	<input type="checkbox"/>	Quarterly	<input type="checkbox"/>	Hourly rate	<input type="checkbox"/>
Supervisor's name	<input type="checkbox"/>			Regular hours	<input type="checkbox"/>
Cost center	<input type="checkbox"/>			Overtime hours	<input type="checkbox"/>
Responsibility code	<input type="checkbox"/>			Randstad branch	<input type="checkbox"/>
Other	<input type="checkbox"/>			Weekly/monthly billing total	<input type="checkbox"/>
				Year-to-date Total	<input type="checkbox"/>
				Job Information (lines 1 and 2)	<input type="checkbox"/>
				Dates worked	<input type="checkbox"/>
				Job start date	<input type="checkbox"/>
				Manager's/supervisor's name	<input type="checkbox"/>
				Regular/payroll employees (separated)	<input type="checkbox"/>

## Proposer Response

### 8. Employee Benefits – Randstad Talent Benefits Program

*"You can buy people's time, you can buy their physical presence at a given place; you can even buy a measured number of their skilled muscular motions per hour. But you cannot buy enthusiasm. you cannot buy loyalty. you cannot buy the devotion of hearts, minds, or souls. You must earn these."* —Clarence Francis

Attracting and retaining top talent is a challenge. Though wages are important, quality Talent seek equal value in benefits. To reduce turnover and retain the most qualified Talent, Randstad offers the following competitive benefits options.

#### a. Insurance – Medical, Dental, Vision, and Life

##### Primary Insurance Benefits

Our Talent can choose from a menu of medical benefits to fit their needs. These benefits include:

- Preferred Provider Organization (PPO)
- Prescription drug card
- Vision care
- Dental coverage
- Short-term disability
- Term life insurance with accidental death benefit

The selected benefits are provided at group rates and payroll deducted (pre-tax) by Randstad. Talent becomes eligible upon completion of 40 hours of work from date of hire. Talent then has 30 days to enroll in the benefit plans.

##### Supplemental Insurance Benefits

Our Talent can also select supplemental benefits such as:

- Pet insurance
- Legal services
- Financial planning
- Auto insurance
- Homeowners/renters insurance
- Term life insurance

Randstad provides quality providers and competitive rates. The service provider bills these services directly to our Talent.



## **Proposer Response**

### **b. Paid Leaves - Vacation Leave, Holiday Leave, and Disability of Sick Leave**

#### **Vacation Pay**

Randstad Talent is eligible to receive vacation pay benefits after completing 1,500 hours of service within a 52-week period. Our Talent can earn up to five paid vacation days when eligibility requirements are met.

#### **Holiday Pay**

Randstad Talent is eligible to receive holiday pay benefits after completing 1,000 hours of service within a six-month period. Randstad observes the following holidays:

- New Years Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

To qualify, our Talent must be actively working and have worked the business day before and after the holiday.

### **c. Retirement**

**Do you provide retirement benefits for your employees? Yes/No?**

Yes

**If yes, describe the benefits offered.**

#### **401(k) Plan**

Six months of service and 1,000 hours worked grants our Randstad Talent eligibility for participation in the Randstad 401(k) plan. Randstad provides a guaranteed match of 100% on the first 3% of eligible compensation that the employee contributes and a match of 50% for every additional dollar contributed up to a maximum of 5% of eligible compensation.

## **Proposer Response**

### **d. Other benefits**

#### **Direct Deposit**

Randstad Talent can elect to use the convenience of direct depositing their paychecks to the banking institution of their choice.

#### **Pay Rate Increases**

Talent who demonstrate professionalism, dedication, and improved skills can be eligible for pay raises. Talent working on long-term assignments and who have received ratings at or above the satisfactory level may also be eligible for pay increases.

#### **Referral Bonus**

Through our "Start a Trend, Refer a Friend" program, our Talent may earn cash bonuses by referring friends, relatives and business contacts for assignments.

#### **Repeat Performers Bonus**

We may offer a cash bonus to Talent who are requested back to a client or assignment by name.

#### **Employee Newsletter**

For large volume or on-site staffing programs, Randstad can produce a customized newsletter for our Talent on assignment. The newsletter may contain computer software tips, safety policies, introductions to new Randstad staff members, updates on client policies (i.e., new parking rules), and Talent of the Month recognition.

#### **Completion Bonus**

For long-term projects, a cash bonus can be awarded to Talent who meet specific criteria, such as attendance, productivity quotas, and punctuality requirements.

#### **Career Counseling**

Randstad Agents are ready to counsel our Talent on job qualifications, skill requirements, interviewing skills, resume preparation, and "soft skills" training. We also offer educational and career resource information.

#### **Learning Benefits**

Any member of the Randstad team who would like to enhance their professional and personal skills are eligible to participate our learning benefits through Randstad University. Free programs include:

- Training on the latest versions of word processing and spreadsheet programs
- Computerized assessment of current skills
- Software cross-training
- Data entry and 10-key training
- Career development and resume counseling

## **Proposer Response**

Additional services direct billed at discounted rates by the service provider include:

- Professional development
- Personal development
- Software applications
- Network administration
- Computer programming
- Database development

## **Discounts and Services**

Randstad offers our Talent the following discounts and services:

- Computer (home PC) discounts
- EarthLink Internet service provider discount
- Clothing discounts
- Concierge services
- Cellular phone discounts

**Please see the enclosed benefit packages for full details of each benefit.**

**9. Can you accommodate the City's requirements for the payment of overtime? Yes/No?**

Yes. In addition, Randstad can accommodate the City's alternate schedule program.

## **Proposer Response**

### **10. Do you offer the following services for your employees?**

#### **a. Pick up time cards at one or more City sites? Yes/No?**

Yes. The dedicated Agent would be responsible for the collection of all timecards. The talent is also able to turn in timecards at our branch location.

#### **b. Deliver paychecks to one or more City site? Yes/No?**

Yes. The dedicated Agent would be responsible for the distribution of all paychecks. The talent may also choose to have their paychecks to be mailed to them, if they elect direct deposit.

### **11. Enter here or attach a narrative, which describes your pre-screening procedures for temporary employees assigned to the City of Sunnyvale.**

#### **Candidate Screening Process**

Our selection process is specifically designed to develop a comprehensive profile of each applicant in terms of both hard and soft skills. Through the application and interview processes, we also evaluate prospective employees on professional appearance, motivation level, and positive demeanor. While we attempt to make each applicant comfortable during the screening process, we also take every measure to ensure the candidate is qualified to meet City of Sunnyvale's requirements.

#### **Initial Phone Contact**

Randstad initially screens each applicant by phone before scheduling an interview. Many "soft skills" are assessed at this point including voice/diction, professionalism, flexibility, commitment, and proficiency with the English language (or second language, as applicable). We also verify that the applicant has access to reliable transportation.

#### **Application Process**

Applicants complete a pre-employment application, which is used to review work history and educational background. We then administrate any additional paperwork required, including I-9 and W-4 forms, drug/alcohol screening consent form; (as applicable), credit/criminal background check consent form; (as applicable), and any other legally required documentation.

## **Proposer Response**

### **Personal Interview—Behavioral Event Interview (BEI)**

Behavioral Event Interviews are at the heart of the Randstad business model. By using Behavioral Event Interview methods in conjunction with traditional interview techniques, a more in-depth portrait of the candidate emerges.

Based on the premise that the best predictor of future performance is past performance, we design our interview questions to elicit responses that are open-ended (rather than simply “yes” or “no” answers) and encourage the candidate to detail accounts of specific events from their past. The questions are designed to obtain information about specific performance factors or competencies, such as project management or analytical skills. By focusing on past performance, Behavioral Event Interviews greatly increase our ability to predict whether a person will be the top performer City of Sunnyvale is seeking.

### **General Aptitude/Skills Assessment**

With *Prove It!*, our advanced PC-based testing system, we accurately evaluate the range and depth of each applicant’s skills. *Prove It!* provides validated, automated assessments in a variety of software applications. We also administer written and manual dexterity assessments for safe industrial positions. Scores from these assessments are combined with the interview notes to create a complete applicant profile.

### **Reference Checks**

As a final step, we conduct thorough reference checks from a minimum of two previous employers to verify each applicant’s employment qualifications, work ethic and job performance. We can also conduct additional checks such as criminal background or substance abuse screens at your request.

### **Becoming our “Talent”**

Upon registration with Randstad, the applicant becomes our “Talent.” All of our Talent profiles are maintained in our employee database and updated as new skills and experience are gained. All our Talent receive a thorough orientation to Randstad and may also participate in a client-specific orientation at your request.

## **Proposer Response**

### **Finding the Best Fit**

#### **Knowing our Talent**

Our entire organizational structure is built around getting to know our Talent. Many staffing firms have re-worded their marketing materials to discuss a Talent focus. At Randstad, we have completely reengineered our organization, from the ground up, to focus on attracting and retaining Talent through recruiting, screening, training and incentive programs.

#### **Customized Job Descriptions**

We will develop a detailed job description of the exact skills and personal characteristics necessary for each assignment at the City of Sunnyvale. Critical to the placement process is our automated information management system. Through this system we develop and maintain a comprehensive profile of each customer. We include information about your environment and staffing needs, the hardware and software you use as well as the skills required to perform each position. This information will enable us to establish a fair pay rate for each position with City of Sunnyvale.

#### **Level of Interest**

Skills evaluations only tell half the story. Our Talent must not only have the capabilities to perform the basic functions of the assignment, they must also possess the aptitude and temperament for the position. Though somewhat subjective, these traits *can* be measured and documented to ensure a "fit" of both skill *and* interest levels. Measuring these traits is especially important in staffing long-term assignments, where commitment to the position is vital to the success of our service.

#### **Dependability**

Does he or she follow our procedures, demonstrating ability to follow directions and a cooperative attitude? Our open-ended interviewing techniques also determine if the candidate can follow through on commitments, access reliable transportation, and complete tasks on time and accurately.

#### **Red Flags**

We look for negative and positive trends (i.e., personality conflicts as reasons for leaving previous employment, job hopping, unwillingness to share reference information).

## Exceptional Skills Evaluation Tools

To keep pace with the rapid changes in business and technology, today's employee is more versatile than ever. Our Talent's office automation abilities are evaluated through the *Prove It!* computerized assessment program, the most advanced, comprehensive PC-based system in the business. This state-of-the-art suite of skills evaluations provides the most accurate skill-to-job matching available.

### The *Prove It!* Advantage

*Prove It!* allows us to analyze the range and depth of each applicant's abilities, ensuring an accurate, non-subjective skill profile. Thorough and documented skills assessments provide concrete proof that our Talent can perform all the tasks you require at the speed you require them. For example, *Prove It!* can quantify keystrokes per hour, documents per hour, total errors, error rate, and elapsed time—measuring levels ranging from entry to expert. *Prove It!* offers several advantages such as:

- Broadest range of testing products to evaluate candidates on all current software applications and related skill sets
- Timely new product releases and updates to keep pace with the software industry
- Universal, company-wide platform to offer consistency throughout our entire organization
- Validated and compliant with EEO standards

### Benefits to City of Sunnyvale

Randstad provides unlimited opportunities to all employees. Our investment in *Prove It!* underscores this commitment by expanding career development opportunities and enabling our Talent to increase their marketability. Our clients receive the advantage of a broader base of versatile talent who can thrive in any facet of any organization.

### Basic Office Skills, Math and Verbal Aptitude

To ensure our Talent possess the fundamental skills to function in an office environment, each applicant will be evaluated using the Basic Office Skills module, which measures abilities in mathematical calculations, word problems, spelling, grammar, and filing. We administer additional assessments based on the skills the applicant listed on the pre-employment application.

### Customer Service Survey

*Prove It!* also features a customer service survey, that evaluates applicants on critical qualities such as:

- Responsiveness
- Customer service demeanor
- Listening skills
- Problem solving
- Service delivery
- Communications mindset

## **Proposer Response**

### **Customized to Meet Your Requirements**

Because *Prove It!* is designed to isolate specific tasks within each software application, your Randstad Agent will consult with you to identify those skills which are critical to each assignment. We can then design a customized testing series for City of Sunnyvale based on the skills that are most important to you.

### **Hands-on/Written Skills Assessments—Administrative Support**

The following outline details a list of evaluations we use to qualify our Talent. We will assign only individuals who have been fully evaluated and meet or exceed the requirements of the position. Scores are maintained in our Talent's employment record and can be made readily available to you upon request.



# Prove It!

## Portfolio of Skills Assessments

---

### Word Processing

- Corel WordPerfect 5.1
- Corel WordPerfect 6.0 for Windows
- Corel WordPerfect 6.1 for Windows
- Corel WordPerfect 7.0 for Windows
- Corel WordPerfect 8.0 for Windows
- Corel WordPerfect 9
- Corel WordPerfect Advanced
- Corel WordPerfect Basics
- Lotus Word Pro '97
- Lotus Word Pro Basics
- Lotus Word Pro Millennium
- Microsoft Office '95 Integration
- Microsoft Office '97 Integration
- Microsoft Windows 3.1
- Microsoft Windows '95
- Microsoft Windows '98
- Microsoft Windows '98 Basics
- Microsoft Windows 2000 for users
- Microsoft Windows 200 Basics
- Microsoft Word 6.0
- Microsoft Word 7.0
- Microsoft Word '97
- Microsoft Word 2000

### Other

- Legal Staff Skills
- Medical Receptionist
- Medical Spelling
- Medical Terminology
- Microsoft Internet Explorer
- Microsoft Internet Explorer Basics
- Microsoft Internet Explorer 5.0
- Netscape Navigator
- Microsoft Outlook
- Microsoft Outlook 2000

### Database

- Corel Paradox 7
- Microsoft Access 2.0
- Microsoft Access 7.0
- Microsoft Access '97
- Microsoft Access 2000
- Microsoft Access 2000 Basics

### Accounting

- Accounts Payable
- Accounts Receivable
- Advanced Accounting
- Auditing
- Bookkeeping
- Bookkeeping-Professional
- Cost Accounting
- Federal Tax Accounting
- Financial Analysis
- Financial Math
- Financial Spelling
- Full Charge Bookkeeping
- Full Charge Payroll
- General Accounting
- Individual Income Tax
- Payroll
- Payroll Clerk
- Peachtree Accounting 8.0
- QuickBooks Pro 5.0 for Windows
- QuickBooks Pro 2000
- Quicken Basics '98

### General Business

- Basic Office Skills, Math & Verbal Aptitude
- Customer Service Mindset
- Data Entry 10-Key Test
- Data Entry Alphabetic Test
- Office filing Skills (alpha)
- Office Math Skills
- Practice Typing Test
- Reading Comprehension
- Typing

### Spreadsheet

- Corel Quattro Pro 7
- Corel Quattro Pro 9.0
- Corel Quattro Pro Advanced
- Corel Quattro Pro Basics
- Lotus 1-2-3 '97
- Lotus 1-2-3 Basics
- Lotus 1-2-3 Release 5
- Microsoft Excel 5.0
- Microsoft Excel 7.0
- Microsoft Excel '97
- Microsoft Excel 2000

### DTP/Presentation Packages

- Adobe Illustrator 7.0
- Adobe PageMaker 6.5
- Adobe Photoshop 4.0
- Adobe Photoshop 5.5
- CorelDraw 9
- Corel Presentations 7.0
- Corel Presentations 9
- Corel Ventura 8
- Freelance Graphics '97
- Freelance Graphics Basics
- Freelance Graphics Millennium
- Microsoft PowerPoint 4.0
- Microsoft PowerPoint 7.0
- Microsoft PowerPoint '97
- Microsoft PowerPoint 2000
- Presentation Basics
- QuarkXpress 4.0 for Windows

12. Enter here or attach a narrative that describes how you will recruit for each category of employee you propose, including your primary recruitment sources.

### **Government Client Relationships**

Randstad is uniquely positioned to provide the City of Sunnyvale to an unparalleled pool of talent that have experience working in neighboring civil workforces. Randstad understands that the employment climate is constantly changing, and recently city governments have evaluated their temporary employment solutions. Randstad can work with the City of Sunnyvale and the City of Santa Clara to ensure compliance with six month or 1000 hours worked policies. Access to this shared pool of talent can be managed to retain the best talent, while not exceeding 1000 hours worked at the City of Sunnyvale during the PERS fiscal year. Upon notification that an employee is nearing their working hours limit, the City of Sunnyvale can be given access to the available talent that not only meet their skill requirements, but may also indicate experience working for city governments.

### **Department Profiles**

As part of the implementation process, client profile and department needs analysis will be completed to develop the specific recruiting strategy. This strategy will incorporate our full resources to provide an unparalleled pool of talent for each need.

### **Attracting Top Talent**

As the Baby Boomers move out of the workforce, many opportunities will be available for the "X and Y" generations. Randstad as well as our clients must be ready to operate in this arena and realize the need to attract and retain top talent.

Our understanding of this marketplace trend has driven us to re-engineer our organizational structure to become one of the top employment companies in the world. We offer our Talent a relationship for the lifetime of their career in addition to ongoing learning, career planning, and innovative benefits. There is no doubt that Randstad is the choice of America's workforce.

### **Recruiting/Retaining Center of Excellence (RCOE)**

Randstad's Recruiting/Retaining Center of Excellence (RCOE) designs and develops state-of-the-art recruiting plans and tool kits that are used in the recruiting process for Talent throughout North America. The purpose of this organization is to ensure that the Talent provided to Randstad's clients are the best in the market. The RCOE focuses on several critical activities including sourcing, screening, selection, skill development, and retention.

## **Proposer Response**

### **National Recruiting Manager**

Randstad takes a unique approach by employing a National Recruiting Manager in each region, whose *sole* responsibility is to oversee the recruitment of qualified Talent.

Each National Recruiting Manager creates a quarterly recruiting plan for each customer he or she supports. In conjunction with the Servicing Team, the National Recruiting Manager outlines specific recruiting requirements and creates a detailed plan of activities to maintain an adequate database of qualified candidates.

### **Referral Bonus Program**

One of our most successful recruiting programs has been our "Start a Trend, Refer a Friend" campaign. This program features a cash bonus awarded to any Talent who recommends a qualified applicant who successfully completes 40 hours on assignment.

### **Reactivation Program**

Randstad's inactive database has in excess of 1 million former Randstad Talent. Every six weeks, we send a reactivation mailing to all individuals in this database. This recruiting effort consistently results in an average **36% reactivation rate**. Further, the database provides the flexibility to target specific skill levels, zip codes, desired shifts and locations. However, and perhaps most relevant to City of Sunnyvale, we can target those employees who had previously successfully completed an assignment at City of Sunnyvale.

### **Local Classified Advertising**

Randstad frequently uses classified advertising to recruit and identify a continuous cross section of the most qualified individuals for specific positions. We regularly advertise in major newspapers as well as local publications, which target specific communities convenient to our customers' locations.

### **Educational Institutions**

Randstad routinely recruits from colleges, universities, vocational, and trade schools. School newspapers, career opportunity offices, fraternities, sororities, civic organizations, and minority alliances have proven to be excellent resources to obtain a fair representation of the community. Randstad also participates in internship programs such as Inroads, a program designed to assist minority college

### **Information Superhighway**

Our public access web site, [us.randstad.com](http://us.randstad.com), gives us a proprietary recruiting resource and candidates the opportunity to contact and initiate the application process with us. Candidates can apply with the FlexLife Center most convenient to them in the specific practice area where they want to work. The site averages between 600-700 submitted applications per week.

Randstad has also established several partnerships and agreements with leading job boards in Internet recruiting. As a result, we are moving forward in incorporating these tools into our internal and external recruiting strategies. For example, we have negotiated corporate rates with Monster.com, to further utilize the site's powerful capabilities. Monster.com is currently the largest recruiting job board on the Internet.

### **Community Resources**

Randstad also relies on community-based recruiting, focused on developing a local network of resources. Some of the community organizations we target are:

- Chambers of commerce
- Colleges and universities
- Churches
- Local job services
- Yellow pages
- Client outplacement services
- Realty/relocation companies
- Lead groups
- Day care centers
- Armed services recruiting offices
- Libraries
- Urban resource centers
- Retail outlets

### **National Career Fair Program**

Randstad has implemented a formal, nationwide career fair program, including a state-of-the-art booth design and comprehensive training for all staff members. This year, Randstad will be involved in over 800 career fairs across the United States, encompassing all specialty staffing areas.

In addition to Randstad's sponsorship and participation in career fairs, we can also expand our program to represent the City of Sunnyvale at career fairs. We can add any resumes City of Sunnyvale does not use to our recruiting database.

### **"You Impressed Me" Program**

Another recruiting innovation is our "You Impressed Me" program. Each time one of our staff meets an individual who demonstrates excellent customer service and/or office clerical skills, we offer them a "You Impressed Me" card inviting them to give us a call if they would like to join our team. The local Randstad office address and phone number are on the back.

## **Proposer Response**

### **Spouse Relocation Programs**

Randstad partners with major corporations through our Spouse Relocation Program. Many educated and experienced individuals relocate to the area through their spouse's company transfers, which creates an excellent recruiting source.

### **Government Agencies**

Randstad is an active participant in the Job Services Employment Committee, and uses the resources of the state unemployment offices. We also utilize the local urban resource centers and recruit regularly from local military bases.

### **Attention-getting Flyers**

Randstad will design recruitment flyers specifically targeted to attracting qualified candidates for positions at City of Sunnyvale. These flyers can be distributed and posted throughout the community, in highly populated areas such as libraries, health clubs, restaurants, retail outlets, hair salons, schools, apartments, and public bulletin boards.

### **Recruiting for Diversity**

Randstad is currently analyzing the demographics of our service delivery area. We can tailor our sourcing methods to reflect city of Sunnyvale's diversity goals in achieving a mix of experienced and entry-level candidates to represent the local community.

### **Bilingual/Minority Recruiting**

Randstad will also place classified advertisements or post flyers in another language to announce employment opportunities. Bilingual staff are available at many of our offices to serve your unique needs.

## Proposer Response

### Knowing Our Talent

Each Agent is fully committed to knowing each individual in his or her Talent portfolio. Agents are compensated on their ability to grow and keep their portfolio working and increasing in knowledge, skill set and confidence.

This makes Randstad unique. Our Talent are not qualified simply to be entered in a computerized data pool. While systems to our networked data are in place, our Agents take ownership in the Talent we attract. We work with people, not a commodity. In placing individuals in career opportunities, our unparalleled pool of Talent is what ensures the right skill set with the right job. We believe this is the key to the staffing partnership between Randstad and City of Sunnyvale.

### Talent Portfolio

We believe that Randstad has developed the most significant employment "perk" for Talent in the industry. Each of our Agents works closely with their Talent in a Talent Portfolio. The Talent Portfolio is an Agent's personal group of individuals he or she is responsible for. This includes frequent contact, skill enhancement opportunities, nurturing efforts, and the responsibility of each Agent to find meaningful opportunities for the Talent they represent.

This model, in effect for City of Sunnyvale, will yield increased retention rates, lower turnover, better Talent job satisfaction, and better matches for the Talent to the job requirements of City of Sunnyvale.

### Training

In the 2001 Randstad North American Review, 77% of all employees said they were motivated by jobs where they are allowed to learn new skills. Despite employer perceptions that employee loyalty is a myth, respondents overwhelmingly professed high levels of loyalty to the job. In fact, seven in ten employees today say they feel loyal to their employer. The Randstad North American Employee Review uncovered a new definition of employee loyalty in which employees are **dedicated to tasks** rather than committed to a life long career.

Through tutorials, on-line training, classroom instruction, orientation, supplemental materials, and Randstad University, we can positively impact employee satisfaction by enabling them to expand their career options and earning potential.

## Proposer Response

### Competitive Pay and Benefits

The best way to ensure Talent satisfaction is through competitive pay and attractive benefits. Randstad offers a full menu of innovative benefits to our Talent. In addition, our pay rates are based on extensive market research and structured to attract and retain the best Talent.

### Talent Satisfaction Call

As an additional retention tool, a Randstad Agent calls our Talent on the second day of their assignment to offer support and receive feedback on the following issues:

- Do you feel you have received adequate training for the assignment?
- Is the assignment what you expected in terms of skill usage and work environment?
- Are there any safety concerns at the assignment?
- Do you have any additional questions or concerns about your assignment?

### Talent Focus Groups

For volume projects, our Talent are invited to participate in focus group sessions. Randstad provides lunch for a group of our Talent who are asked to provide us with feedback on how we could improve our service to them. Among the topics discussed are:

- Schedules
- Pay rate incentives
- Types of assignments
- Employee benefits
- Training
- Randstad Agent
- Paycheck delivery
- Location of assignments
- Orientation
- Overall servicing issues

### Recognition Programs

Rewards based on achievement that recognize effectiveness lead to greater productivity and worker self-esteem. Our exciting "Talent of the Month" program provides this through bonuses, certificates, a notation in the company newsletter, and a sign at our branch location. To better encourage repeat performances and contribute to a positive work ethic, Randstad is also prepared to give special recognition each month to our Randstad Talent assigned at City of Sunnyvale.

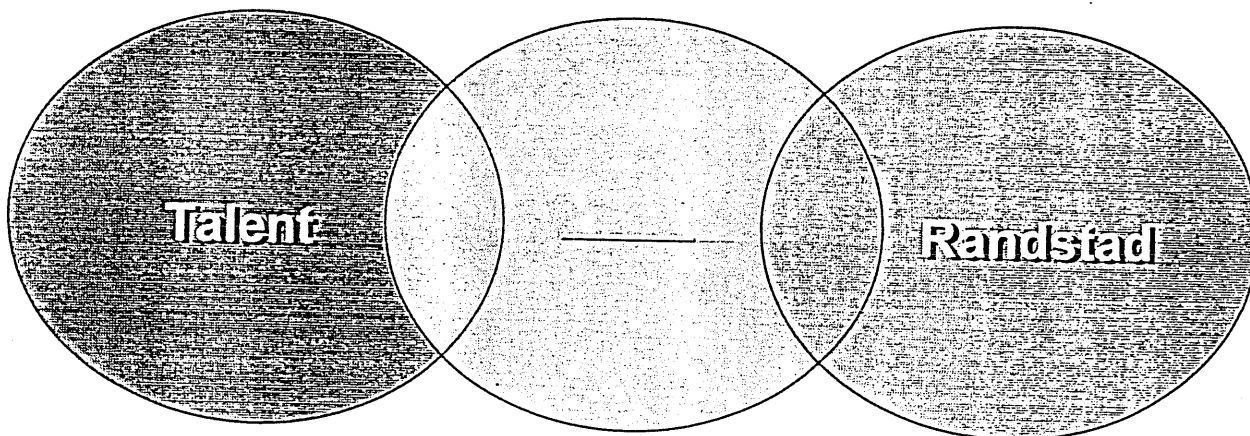
## Proposer Response

### Client-shared Incentives

Randstad has also experienced a great deal of success in retaining Talent at clients such as Continental Plastics, Lillian Vernon, and Black & Decker (to name a few). Our retention success at these firms is, in part, attributable to a partnership with the client in providing additional incentives to our Talent including:

- Extension of employee discounts on products to our Randstad Talent
- “Mini-parties” such as ice cream sundaes, popcorn machine on-site, holiday meals
- Celebrations
- Give-away items
- Participation in “Talent of the Month” awards and celebration

Shared participation in incentive programs promote a feeling of pride among our flexible Talent, not only in working for Randstad, but also toward the company where they are working.





Proposer Response

Clerical/Administrative Employees

1. What percentage of your total temporary placements are clerical/administrative?

50% of placements are in the clerical/administrative practice.

2. List of the number of active files (candidates who registered within one year) at your local office in each of the classifications listed below.

<u>Classification</u>	<u>No. of Files</u>
Secretary	<u>100</u>
Legal Secretary	<u>38</u>
Senior Secretary	<u>65</u>
Office Clerk	<u>110</u>
Office Assistant	<u>55</u>
Staff Office Assistant	<u>40</u>
Paraprofessional/administrative	<u>35</u>

3. State the approximate number of temporary employees in each of the following classifications placed by your local office during the last three months. (Note: This is not the number of active files.)

Secretary <u>28</u>	Office Assistant <u>47</u>
Legal Secretary <u>2</u>	Staff Office Assistant <u>11</u>
Senior Secretary <u>21</u>	Paraprofessional/administrative <u>4</u>
Office Clerk <u>18</u>	

## **Clerical/Administrative Employees**

### **4. Do you offer training for your clerical/administrative employees?**

#### **Encouraging Career Development**

Employee retention is one of the most important issues facing businesses today. A 1999 survey from Challenger, Gray & Christmas indicates that 50% of companies experienced increased retention challenges over the last two years.

In this new millennium, Talent need opportunities for professional and personal development. Randstad's Learning benefits provide the resources to train and retain the top Talent necessary to help you succeed. Randstad Learning offers web-based learning, instructor-led training, self-paced tutorials, and custom training programs.

#### ***Prove It! Tutorials***

Each Randstad FlexLife Center is fully equipped with the latest versions of *Prove It!* tutorials. These self-paced tutorials use interactive, performance-based methods to teach basic, intermediate, and advanced software skills. The series of tutorials is extremely easy to use and provides our Talent with the most relevant computer-based training experience available. Our Talent may select one or more learning objectives, making it convenient for everyone to take advantage of this program. Through *Prove It!*, our Talent are able to quickly and easily master the common tasks of all popular desktop applications.

Upon successful completion of one or more tutorials, our Talent can be re-evaluated on specific skills to assess their new level of proficiency. The upgraded skill level or new skill category is immediately added to the employee file, qualifying our Talent for a wider variety of opportunities.

#### **Mavis Beacon Keyboarding Enhancement**

Randstad has also invested in Mavis Beacon software to assist our Talent in enhancing their keyboarding skills. This independent learning method enables anyone who works with a keyboard to upgrade their speed and accuracy by learning the basics of touch keyboarding. Our Talent set personal targets for speed and accuracy and participate in staged sessions until these goals are achieved.

## **Proposer Response**

### **Customized Skill Development**

To provide you with outstanding staffing services, we begin by thoroughly understanding your business environment. We will then develop a detailed job description of the exact skills and personal characteristics necessary for each assignment. We can build training modules from the *Prove It!* and Mavis Beacon systems to design a skill development program specifically tailored to meet your needs. Our proactive approach to training effectively orients our Talent to your specific requirements.

**Please see attachment II for Randstad University details.**

### **Clerical/Administrative Employees**

5. **Describe the pricing structure (markup) you propose for clerical/administrative employees assigned to the City of Sunnyvale.**

Please see attachment VI for pricing structure.

6. **List six or more large organizations for whom you currently provide temporary clerical/administrative personnel. Include the following information for each organization listed: organization name and address, the name and telephone number of a contact person, and the number of years doing business with the organization.**

Please see attachment V for large account and government references.

Proposer Response

**Miscellaneous Professionals and Paraprofessionals**

1. Has your local office provided temporary professionals and paraprofessionals, such as engineers, buyers, paralegals, etc. for client organizations? Yes/No?

Yes

If yes, complete Items 2 through 5 below. Otherwise, skip to Item 6 and explain how your firm can support the City's requirements for employees in this category even though you have no actual experience in this area. (Enter here or attach a narrative.)

2. List the number of active files (candidates who registered within one year) at your local office in this category. 30
3. State the approximate number of professionals and paraprofessionals placed by your local office during the last three months. (Note: This is not the number of active files.) 3
4. What percentage of your total temporary placements are professionals and paraprofessionals? 5%
5. What types of professional temporary positions have been filled by your local office during the past year? Our local branch has provided professional talent in human resources compensation analysis, human resources specialist positions, operations management, and financial analysis.
6. List three (3) organizations to which you have provided professionals and paraprofessionals. Include the following information for each organization listed: organization name and address, the name and telephone number of a contact person, and the number of years doing business with the organization.

Please see attachment V for large account and government references.

7. Describe the pricing structure (markup) you propose for marketing/customer service representatives assigned to the City of Sunnyvale.

Please see attachment VI for pricing structure.

Proposer acknowledges receipt of the following Addenda:

Number \_\_\_\_\_ Date \_\_\_\_\_

Number \_\_\_\_\_ Date \_\_\_\_\_

Number \_\_\_\_\_ Date \_\_\_\_\_

SIGNATURE

Signature	Market Manager
Terry Dell	03/10/2002
Name	Date
(408)727-1782	(408)727-6434
Telephone Number	Fax Number
582414177	Application in process
Tax ID Number	Sunnyvale Business License Number

# Sample Randstad Invoice

If you have any questions about our invoice, please call your Randstad Representative.

<b>Randstad</b>		<b>INVOICE</b> Randstad FEDERAL TAX ID# 59-3116655		<b>REMIT TO:</b> P.O. Drawer CS198768 Atlanta, GA 30384-8768 1 (800) 852-2281 JAX 725-5574		
ABC Company 1234 Memory Lane Anytown, USA 12345  ATTN: Accounts Payable		CUSTOMER NUMBER 021 021000123	INVOICE DATE 03/12/95	INVOICE GROUP 987	INVOICE NUMBER 98624	
					PAGE 1 OF 1	
TERMS: NET DUE UPON RECEIPT 1-1/2% INTEREST MAY BE CHARGED ON INVOICES OVER 30 DAYS OLD						
W/E DATE	DESCRIPTION			HOURS	RATE	AMOUNT
03/07	Adams, Jane	Data Entry	91107	RG 40.00	9.35	374.00
03/07	Jones, John	Gen. Clerk	91103	RG 32.00	7.60	243.00
03/07	Smith, Jim	Word Processor	91006	RG 40.00	11.70	468.00
03/07	Williams, Barbara	Jr. Clerk Typist	91103	RG 40.00	8.50	340.00
03/07	Williams, Barbara	Jr. Clerk Typist	91103	OT 1.00	12.75	12.75
					<b>Pay This Amount</b>	1,437.75

Randstad invoices are printed on four-part carbon-less paper. Return the second copy with your payment and retain the rest for your records.

Your Purchase Order number (if applicable).

You should verify the hours listed here against the copy of the approved timesheet that is retained by the supervisor.

Employees are listed alphabetically under the week ending date (Sunday) of the week(s) they worked.

Additional space to list employees allows for consolidated invoicing on volume orders.

A description of job classification

Reference information

## Randstad

## Attachment II



Randstad has built a world-class corporate university to provide development opportunities and education to external Talent, client Talent and our staff. Unlike most "universities," RU is not a physical building or series of classrooms. Instead, Randstad clients and Talent can access web-based and instructor-led courses. Randstad University offers a curriculum that will enable professionals to enrich their skills and competencies through multiple platforms of learning (on the job, CD ROM, intranet/internet, telephonic, classroom, etc.).

RU offers high quality, self-paced training to help Talent achieve their goals anytime, anywhere and provides affordable unlimited access to up to nearly 500 on-line courses, ranging from customer service and desktop computing skills to technical skills such as MCSE and A+. There are even courses for home life including estate planning, interviewing skills, resume building, and more. RU Learning provides economical and convenient training applicable to clients and Talent in all five practices. Randstad University will be available to all city employees for the same cost as Randstad Talent.

- **Industrial:** RU Learning offers over 100 web-based Industrial and Safety courses based on OSHA requirements. Talent and clients can take advantage of discounted Instructor-led courses for ISO 9001, QS 9000, Six Sigma, OSHA training and custom Industrial courses.
- **Technical:** Computer Programmers, MCSE and many other Technical professionals can benefit from hundreds of Technical web-based and Instructor-led courses to cover Web Development, General Technical, TL 9000 and MCSE.
- **Office:** RU Learning offers just-in-time web-based training for Business Skills, Soft Skills and Desktop Applications. How about joining an Instructor-led class from to receive discounted office training.
- **Professional:** We offer Executive Development courses, Business Skills courses and access to University of Phoenix, the largest Internet-based University to earn Bachelor's and Master's degrees.
- **Creative:** We offer training for Web Designers, Graphic Artists and many other creative positions. Randstad can help you develop your creative team with the skills required for success.

Our aim is to provide learning on an anytime-anywhere basis that supports key job functions and performance goals, and enhances both professional and career development. You can browse the courses offered by logging on to [www.randstadu.com](http://www.randstadu.com).

#	Implementation Action Steps	Responsibility	Target Date	Actual Completion Date	Comments
	<b>Week One and Two - Planning Phase</b>				
1	Client and Randstad each select Implementation Team Members	Randstad and Client			
2	Create Implementation Timeline	Randstad and Client			
3	Schedule weekly progress meetings for 8 weeks	Randstad and Client			
4	Complete Client Account Profile	Randstad and Client			
5	Identify Client network	Client			
6	Identify Randstad network	Randstad			
7	Identify Subcontractor needs	Randstad			
8	Conduct Expectations Meeting	Randstad and Client			
9	Determine talent transition policies with timeline	Randstad and Client			
10	Determine requisition protocol	Client and Randstad			
11	Determine time and attendance process	Randstad and Client			
12	Determine invoicing requirements	Randstad and Client			
13	Determine reporting process	Randstad and Client			
14	Create Information Packet	Randstad and Client			
15	Schedule weekly teleconferences	Randstad			
	<b>Client Communication Plan</b>				
16	Universally announce Randstad partnership	Client			
17	Notify current staffing provider	Client			
18	Issue corporate directive to use Randstad and date	Client			
19	Issue announcement to talent	Client			



	Institute Partnership Promotion Plan	Client			
	<b>Randstad Communication Plan</b>				
	<i>Internal communication:</i>				
21	Email from Implementation Team to Randstad network	Randstad			
22	Posting on Randstad Intranet	Randstad			
23	Weekly teleconferences scheduled for 8 weeks	Randstad			
24	Information packet delivered to Randstad network	Randstad			
25	Local Randstad manager phones local Client for introduction	Randstad			
26	Site visit and strategy discussion scheduled	Randstad			
	<i>Current staffing service provider communication:</i>				
27	Introductory phone call requesting talent roster and Continuity of Service meeting	Randstad			
28	Announcement to talent of change in service provider and invitation to transition meeting	Randstad			
	<i>Talent communication:</i>				
29	Invitation to Transition Meeting letter sent to talent	Randstad			
30	Randstad contact list posted at Client location for talent	Randstad			
	<i>Subcontractor communication:</i>				
31	Create list of subcontractors required by location	Randstad			
32	Subcontractor evaluation sent to selected companies	Randstad			
33	Evaluations completed and reviewed	Randstad			
34	Negotiation of service discussions	Randstad			
	<b>Week Three and Four - Discovery Phase</b>				
35	Training of On-site team	Randstad			
36	Strategy meetings held at each location	Randstad and Client			
37	Randstad conducts transition meetings with talent	Randstad			

38	Talent evaluations conducted	Randstad			
39	Departmental Analysis completed	Randstad and Client			
40	Job Analysis performed	Randstad and Client			
41	Partnership Development Plan designed	Randstad			
	<b>Subcontractor relations</b>				
42	Subcontractor contract signed	Randstad			
43	Subcontractor information packet delivered	Randstad			
44	Subcontractor service meetings held	Randstad			
45	Subcontractor quality assurance system installed	Randstad			
	<b>Week Five – Execution Phase</b>				
	<b>Talent Team</b>				
46	Recruiting strategy communication and preliminary plan	Randstad			
47	Recruiting strategy program	Randstad			
48	On-boarding process	Randstad			
49	Recruitment action steps	Randstad			
50	Retention programs	Randstad			
	<b>Operations Team</b>				
51	Office set-up	Randstad			
52	Database information	Randstad			
53	Invoice and billing systems	Randstad			
54	Requisition process	Randstad			
55	Policies and procedures	Randstad			
56	Customized orientation and guidebook	Randstad			
57	Safety awareness program	Randstad			
58	Partnership Development Plan action steps	Randstad			
59	Account manual documentation	Randstad			
	<b>Week Six and Seven – Review Phase</b>				
60	Compile "to do list" of open items	Randstad			
61	Obtain feedback	Randstad and Client			
62	Talent transition to Randstad completed	Randstad			

Attachment III

**Internal Letter – Client Letterhead**

Date

Contact Name

Title

Company Name

Address 1

Address 2

City, State Zip Code

Dear (Colleague or Name):

I'm pleased to announce that Randstad has been named as our preferred partner for flexible personnel on temporary assignments.

Randstad is the third largest staffing service in the world and provides us with the resources and geographic scope to meet our personnel needs (in the local market/throughout the United States). This appointment provides us with standardized systems, expanded resources, improved management information and cost efficient workforce solutions *(add/delete value points as needed)*.

Best of all, through Randstad's corporate-owned branch network (or local office/on-site branch), we're assured of consistent professional service and quality personnel for **XYZ Company**.

Over the next several weeks, Randstad representatives will be contacting you for follow-up meetings to discuss specifics about their role and answering any questions you might have regarding our agreement. I encourage you to welcome them warmly and take full advantage of the services they offer.

Sincerely,

Name

Title

**THIS PAGE INTENTIONALLY LEFT BLANK**

## Current Staffing Provider Letter – Client Letterhead

Date

Contact Name

Title

Company Name

Address 1

Address 2

City, State Zip Code

Dear (Colleague or Name):

I'm pleased to announce that Randstad has been named as our preferred partner for flexible personnel on temporary assignments. Randstad is the third largest staffing service in the world and provides us with the resources and geographic scope to meet our personnel needs.

Let me assure you that there is still opportunity for you at **XYZ Company**. Randstad will be searching for qualified back-up services – companies that can help provide important support for our account. Also, any employee transitions will be conducted following all ASA guidelines.

Randstad personnel will contact you in the next few weeks to inform you of an upcoming transition meeting. During this meeting, they will review the details of our agreement and answer any questions you might have.

We appreciate your hard work and dedication to **XYZ Company** and trust that this consolidation of services will be a smooth and orderly process.

Sincerely,

Name

Title

**Current Talent Working Flyer – posted at Client location**

**Important Announcement!**

**XYZ Company** is pleased to announce that Randstad has been named as our preferred partner for all personnel on temporary assignment. Randstad is the third largest staffing service in the world and provides **XYZ Company** with the resources and geographic scope to meet our personnel needs.

***Let us assure you that this does not affect your employment status here at XYZ Company.*** If you are here on assignment from another Staffing Service, you will have the option to stay. You will remain on your assignment based on your performance – not what service you work for!

Randstad personnel will contact you in the next few weeks to set-up a meeting to discuss their company and the many benefits of working for Randstad. We encourage all of you to attend this meeting and review the opportunities they offer.

We appreciate your hard work and dedication to **XYZ Company**.

## ATTACHMENT IV

Transition Action Steps	Responsibility	Target Date	Actual Completion Date	Comments
Initial planning session	Client and Randstad			
Determine date when all new and replacement orders will be filled by Randstad	Client			
Client provides current staffing provider list to Randstad with contact name, phone number and email address	Client			
Provide Client with sample internal announcement letter	Randstad			
Client sends internal communication letters to hiring managers notifying them of the Randstad contract with program specific information	Client			
Randstad notifies Randstad National Network	Randstad			
Provide Client with sample vendor transition letter	Randstad			
Client notifies current staffing provider via letter or email that Randstad has been awarded the contract	Client			
Determine transition date for existing assignments	Client and Randstad			
Randstad calls current providers within two days to schedule meeting	Randstad			
Current vendor to complete Talent roster including start date, pay rate, benefits accrued and any subcontracted positions	Randstad			
Identify current benefits program of current staffing provider	Randstad			
Identify / discuss need to "grandfather" accrued hours of Talent towards Randstad benefits program	Client and Randstad			
Provide Client with sample announcement flyer to be posted for all currently assigned Talent	Randstad			
Client or Randstad posts Talent announcement flyer at Client location for currently assigned Talent	Client or Randstad			
Client or Randstad posts invitation to Transition Meeting	Client or Randstad			
Individual meetings held or scheduled with Talent	Randstad			
Randstad to establish extended office hours for transition period	Randstad			
Set date for rate compliance for all current staffing providers that will remain in the program after the transition	Client			
Complete meetings with Talent from other services (i.e. new hire paperwork, benefits discussion)	Randstad			
Establish transition date of all currently subcontracted positions at Client	Client			
Transition of employees completed	Randstad			

## **Talent Transition Meeting Agenda**

### **Introduction of Randstad Field Staff**

Introduce Randstad field staff that will service the account and those who will be back- ups when needed. The client company can be invited to make the introductions to show their support of the client/Randstad partnership.

### **Overview of the Transition Process**

- 45 Days of no change for Randstad to learn everything needed about the client company to do a good job of placing Talent and for the evaluation process
- What is Talent? You  
All Randstad employees are referred to as Talent due to the work skills, potential and work ethic that they bring with them to the assignment.
- The evaluation process consists of a short performance review completed by your supervisor
- Randstad will honor commitment of the current staffing service provider liquidation period (520 hour standard)
- Randstad must bridge service as smoothly as possible to not disrupt the client companies business
- Need a two-week notice to train replacements if an employee decides to move on to other employment.  
(Just like at any other job)

### **How does this change affect you?**

#### **Options:**

- Client can hire if liquidation period is met and a position is open
- Everyone recommended will transition to Randstad after 45 days
- Return to current staffing service provider for reassignment with 2 week notice to train replacement



## **Advantages of Randstad Partnership**

### **Welcome to Randstad**

We are glad for the opportunity to have you as a member of the Randstad Team. We would like to tell you about Randstad, what support you'll be receiving from us and what working with us will mean to you.

### **Who We Are**

Randstad is the third largest employment company in the world, headquartered in Amsterdam where the company was founded in 1960. We are an international company, operating in 12 countries and in 36 states in the U. S. as well as in Canada. The corporate headquarters of Randstad North America are located in Atlanta. Most importantly to you, we are your employer if you choose to stay on assignment at (Company Name).

### **Our Vision**

We are building an unparalleled pool of talent. We're doing that by making sure we attract and retain the best people—such as you. We focus on talent to give client companies access to better, more skilled people. In this way, companies with ever changing needs have a workforce available when and where they are needed.

### **What this means to you**

Working for Randstad provides you with opportunities to work with clients in a variety of industries and businesses.

In order to serve the entire employment market, we have a diversified our services to reflect the skills and talent employers are demanding today, as well as tomorrow. Our goal is to offer you work within the practice area that best suits your needs and desires. As a full service employer, we provide opportunities in five practice areas:

- Office Talent
- Industrial
- Technical Services
- Creative Talent
- Professional Resources

### **Randstad's Commitment to You**

- We are proud of our reputation and proud of you who will further it.
- You are the core of our business. It is the Talent who work with us who have contributed to our growth and who will make it happen in the future.
- We're in a lasting partnership with you and we look forward to a lasting relationship
- We are committed to your skills training and career development.
- We're pleased to have you with us on the Randstad team.

## **Attachment IV**

### **Agent Philosophy**

- As your Agent, we will aggressively search for jobs that suit your skills and desired work/life balance.
- We will look for work that can be a source of learning and professional growth.
- We will place you in employment situations the will enable you to earn the income necessary to support your life choices.
- We will act proactively to recognize potential problems and provide timely solutions.
- We will support you in continuing to develop your skills and your desired career path by acting as your coach, strategist, mentor, and partner.

### **Benefits Package**

You will receive:

- Competitive Pay-we will provide competitive pay for your skill level.
- 401K-After 1000 hours, you are eligible to enroll in our program with a percentage of your contribution matched by Randstad.
- Paid Vacation-After working (number) of hours, you are entitled to a vacation check.
- Medical Insurance-We offer variable medical coverage
- Referral Bonus-A referral bonus is paid to you after an employee you have referred has worked at least (number) hours.
- Computer Training-We provide self-teaching tutorials for typing, data entry and latest software packages. This means that you can learn more new skills at times that are convenient for you.
- Randstad's Worldwide Network-Because we are the world's third largest staffing company, we offer the flexibility of transfer to another office id you need to relocate.

Discuss benefits available and hand out benefits brochure at the end of the discussion. Allow time for Talent to briefly flip threw brochure.

### **Individual Talent Meeting held or scheduled for Talent**

Extra Agents should be on hand if there is a large number of employees attending the Transition Meeting to hold Individual Talent Meetings or to help schedule these meetings. See Individual Talent Transition Info Sheet attached.

## Talent Transition Meeting Guidelines

- Schedule Transition Meetings at times that do not interrupt the client's business activities. Multiple times and locations may be necessary to reach all Talent on different shifts. Schedule a minimum of two meetings to allow Talent some flexibility in attendance.
- Reserve space in advance to hold the Transition Meeting at the client location in the training room, the break room, a conference room or other appropriate space.
- Provide light refreshments to add to the enjoyment of the meeting.
- Allow the client to attend the Talent Transition Meeting to show support of the client/Randstad partnership. The client could introduce the Randstad field staff conducting the meeting.
- Make sure that there are enough seats available for all Talent attending and that there are no distractions during the meeting. Provide a sign up list for Talent to judge attendance and to provide enough literature and refreshments.
- Customize the Talent Transition Meeting Agenda for your account and to convey any additional information the Talent needs to feel secure in transitioning to Randstad.
- Presenters should practice their presentation in advance to be confident about their topics. This is not the time to "wing it".
- Remember the "WIIFM" (What's in it for Me) approach centering on how the Talent Transition Plan will affect the Talent and emphasize the benefits of working for Randstad.
- Emphasize Randstad's Talent Philosophy and Agent status to differentiate Randstad from other Staffing Service Providers.
- Be sensitive to situation with the Current Staffing Service Provider to avoid conflict. Prior to the Talent Transition Meeting, Continuity of Service Meeting should be held with the Current Staffing Service Provider to reinforce the ASA Guidelines for changing services. See ASA Guidelines attached.
- Be sure that the Talent understands that their job is not in jeopardy and that Randstad has set up transition policies with the client and the Current Staffing Service Provider to make the change smooth for everyone involved.
- Use an "icebreaker" if desired to set the tone of the meeting. All presenters must be friendly and begin the Agent relationship with Talent. Add some humor to the discussion. See "Ice Breakers" attached.
- Ask for questions from the audience after each topic to clarify anything not completely understood by the Talent.
- Have all literature and materials ready for distribution, but do not pass out these handouts until after discussing the information because the audience's attention will be centered on the handout not the presenter.
- Explain about the liquidation period and what it means to the Talent.

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## Attachment IV

### Code of Ethics and Good Practices

As a condition of membership in the American Staffing Association (ASA), each member pledges its support of, and adherence to, the principles set forth below. Through their voluntary compliance with these principles, ASA members acknowledge that such compliance is in the best interest of the staffing industry, its customers, and its employees. ASA members agree to always strive:

- To comply with all laws and regulations applicable to their business, and to maintain the highest standards of ethical conduct in the operation of that business and in the dealings with employees, customer, and competitors;
- To treat all applicants and employees with dignity and respect, and to provide equal employment opportunities, based on bona fide job qualifications, without regard to race, color, religion, national origin, sex, age, or disability;
- To maintain the highest standards of integrity in all advertising, and to assign the best qualified employees to fill customers needs;
- To determine the experience and qualifications of applicants and employees as the staffing firm deems appropriate to the circumstances, or as may be required by law;
- To explain to employees prior to assignment their wage rate, applicable benefits, and hours of work—And to promptly pay any wages and benefits due in accordance with the terms of the individual's employment and applicable legal requirements;
- To satisfy all applicable employer obligations, including payment of the employee's share of social security, state and federal unemployment insurance taxes, and workers' compensation—And to explain to employees that the staffing firm is responsible for such obligations;
- To determine that employees are assigned to work sites that are safe, that they understand the nature of the work the customer has called for and can perform such work without injury to themselves or others, and that they receive any safety training that may be necessary or required;
- To take prompt action to address employee questions, concerns or complaints regarding unsafe work conditions, discrimination, or any other matter involving the terms and conditions of their employment;
- To observe the following guidelines to ensure an orderly transition when taking over an account being serviced by another staffing firm;

The outgoing firm and its employees should, whenever feasible, be given reasonable prior notice that the account is being transferred; assigned employees of the outgoing firm should, whenever feasible, be allowed to continue working on the payroll of the outgoing firm for some reasonable transition period, thereafter, they should be given the choice of accepting an assignment with another customer of the outgoing firm if one is available, or applying to stay on their current assignment with the new staffing firm;

#### **Attachment IV**

These guidelines are not intended to prohibit or discourage any other provisions or arrangements, agreeable to the parties that achieve an orderly transfer of accounts. ASA members are encouraged, whenever feasible, to specifically address the terms and conditions relating to the transfer of accounts in written agreements with their customers.

Individual Talent Transition Info Sheet

Talent Name: \_\_\_\_\_

Department: \_\_\_\_\_ Phone Number: \_\_\_\_\_

E-mail: \_\_\_\_\_

Supervisor's Name: \_\_\_\_\_  
\_\_\_\_\_

Assignment Start Date: \_\_\_\_\_

End Date: (if applicable) \_\_\_\_\_

Current Staffing Service Provider: \_\_\_\_\_

Are you interested in staying on assignment and transitioning to Randstad?  
YES or NO (Circle one)

If no:  
Can you give a two-week notice to train your replacement? \_\_\_\_\_  
\_\_\_\_\_

If no, explain: \_\_\_\_\_

If yes:  
Skills: \_\_\_\_\_  
\_\_\_\_\_

Career Goals: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

How can Randstad help you reach these goals?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Are you interested in Randstad Benefits?**

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**Are there any Questions that I can answer for you about the Talent Transition Policies?**

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**Present Talent with Randstad paperwork to complete and give Talent individual Randstad Orientation or schedule Talent to attend a group session for Orientation and to complete their Randstad paperwork.**

**Paperwork completed?** \_\_\_\_\_  
**Orientation completed?** \_\_\_\_\_  
**Or**  
**Group Orientation scheduled Date:** \_\_\_\_\_

**Give Talent a Randstad contact name and contact phone number to begin the Agent relationship and to enable Talent to reach Randstad with any questions or concerns.**



# Individual Talent Transition

Talent Name	Dept & Shift	Mgr. Name	Individual Meeting Scheduled Date & Time	Randstad Paperwork Scheduled Date & Time	Randstad Paperwork Complete Date	Randstad Orientation Scheduled Date & Time	Randstad Orientation Complete Date

## **Attachment IV**

### **Talent Evaluation Process**

Each employee on assignment from other Staffing Service Providers must be evaluated during the 45-Day Due Diligence Period of the Implementation Plan.

Supervisors are asked to complete a short Evaluation Form for each employee working in their Department.

Performance must be tabulated and standards must be established to determine which Talent will be invited to continue their assignment.

Use the Talent Roster provided by the client or the Current Staffing Service Provider to create a master list of employees to evaluate. Create a spreadsheet with employee name, department, Supervisor, date Supervisor given evaluation and date evaluation received at Randstad plus the score that the employee was given. See Evaluation Spreadsheet attached.

Talent not meeting the requirements will have their assignments ended by the client through their Current Staffing Service Provider.

# Talent Performance Evaluation

Employee name: \_\_\_\_\_  
 Start date of current assignment: \_\_\_\_\_

Evaluation completed by: \_\_\_\_\_  
 Title: \_\_\_\_\_

Current Assignment: \_\_\_\_\_  
 Date of this evaluation: \_\_\_\_\_  
 Score: \_\_\_\_\_  
 Date of last evaluation: \_\_\_\_\_  
 Score: \_\_\_\_\_

**Instructions:** Carefully evaluate employee's work performance in relation to the essential functions of the job. Check rating box to indicate the employee's performance. Indicate N/A if not applicable. Assign points for each rating within the scale and write number on the corresponding points line. Points will be totaled and an average tabulated for an Overall Performance Rating.

## DEFINITIONS OF PERFORMANCE RATINGS

**O = OUTSTANDING -**

**V = VERY GOOD -**

**G = GOOD -**

**I = IMPROVEMENT**

**NEEDED -**

**U = UNSATISFACTORY -**

**N/A = NOT APPLICABLE -**

Performance is exceptional in all areas and is recognizable as being far superior to others

Results clearly exceed most position requirements. Performance is of high quality and is achieved on a consistent basis

Competent and dependable level of performance. Meets performance standards of the job.

Performance is deficient in certain areas. Improvement is necessary.

Results are generally unacceptable and require immediate improvement.  
 the category does not apply in this case or it is too soon to rate the employee in this area.

Category: Description:		O (9-10)	V (7-8)	G (5-6)	I (3-4)	U (1-2)	N/A
1. Attitude	the employee's commitment to the task and respect for direction from superiors and peers.						
2. Aptitude	the employee's ability to quickly become productive and begin to assimilate ways to contribute to goal accomplishment.						
3. Initiative	the employee's willingness to look for additional responsibilities, help others and learn new tasks or skills.						
4. Productivity	the extent to which the employee's work meets specified standards (Quality) and schedule (Productivity).						
5. Quality	the extent to which the employee impacts the overall final product and proactively works towards 0 defects.						
6. Tardiness	the extent to which the employee is on time (start-up, breaks)						
7. Attendance	the employee's daily attendance—makes pre-arrangements for needed time off.						
SUBTOTAL POINTS:							
TOTAL POINTS (all columns):							
+ # OF CATAGORIES EVALUATED:							
= OVERALL PERFORMANCE RATING:							

Please use the back of this page for additional written comments

## Attachment V

\* CSSP=Current Staffing Service Provide

## Large Account References

### City of Santa Clara

1500 Warburton Ave.  
Santa Clara, CA 95054  
Contact : Joanne Hollender  
(408) 615-2175  
Client Since 1994  
Admin/Customer Service

### Xerox P.A.R.C.

3333 Coyote Hill Rd.  
Palo Alto, CA 94304  
Contact: Gary Sitts  
(650) 812-4980  
Client Since 1994  
Admin/Paraprofessional

### Immunex

51 University Ave.  
Seattle, WA 98104  
Contact: Joye Emmens  
(206) 381-6287  
email- emmensj@immunex.com  
Client Since 1999  
Admin

### New York Stock Exchange

1234 park place  
Santa Clara, CA 95054  
Contact: Gina Young  
(650)461-6969  
Client Since 2000  
Admin/Paraprofessional

### Cypress Semiconductor

3901 First Street  
San Jose, CA 95134  
Contact: Ross Gaisor  
(408) 943-2600  
Client Since 1996  
Admin/Paraprofessional

### Escada

478 Great Mall Drive #260  
Milpitas, CA 95035  
Contact: Mona Decker  
(408) 719-8501  
Client Since 2001  
Customer Service

### Benussen Deutsch & Associates

15525 Woodinville-Redmond Rd. NE  
Woodinville, WA 98172  
Contact: Sharon Young  
(425) 492-2681  
Client Since 1999  
Admin/Customer Service

## Government References

The following listing represents a cross-section of our government references. These companies are available to discuss how Randstad has impacted their business.

### City of Boca Raton

201 W. Palmetto Park Road  
Boca Raton, FL 33432  
Contact: Sharyn Goebelt  
(561) 393-7802

### City of Charlotte/Mecklenburg County

600 E4<sup>th</sup> St.  
Charlotte, NC 28202  
(704) 336-2504  
Contact: Kay Bailey

### City of Clearwater

100 South Myrtle Avenue  
Clearwater, FL 33756  
(727) 562-4871  
Contact: Dina Hyson

### City of Hayward

777 B Street  
Hayward, CA 94541  
(510) 583-4000  
Contact: Cecelia Magpayo

### City of Lake Worth

1900 2<sup>nd</sup> Avenue  
Lake Worth, FL 33460  
(561) 586-1749 Ext. 4  
Contact: David Murphy

### City of Manchester

School Department  
Manchester, NH 03104  
(603) 624-6300 X156  
Contact: Joanne Marks

### City of Manchester

Manchester, NH  
(603) 624-6543  
Contact: Chris Martinson

### City of Naples

735 Eighth Street South  
Naples, FL 34102  
(941) 213-1844  
Contact: Pam Schwartz or Lori Burke

### City of Pleasanton

123 Main St.  
Pleasanton, CA 94566  
(925) 931-5051  
Contact: Jan Demarais

### City of San Diego Water Department

600 B Street, Suite 1210  
San Diego CA 92101  
(619) 533-4290  
Contact: Mark Broder

### City of Summit

512 Springfield Avenue  
Summit, NJ 07901  
(908) 277-9424  
Contact: Ron Angelo

### City of Santa Clara

1500 Warburton Ave.  
Santa Clara, CA 95050  
Contact: Joanne Hollender  
Assistant Director of Human Resources

### Commonwealth of Massachusetts

159 Thonrdike Street  
Cambridge, MA 02141  
(617) 349 6443  
Contact: Joan Ranaghan, Manager of HR

### Concord Public Schools

120 Meriam Road  
Concord, MA 01742  
(978) 318-1510 x115  
Contact: Helen Powers

**Attachment V**

<b>Harris County Department of Education</b> 6300 Irvington Houston, Texas 77022 (713) 696-0781 Contact: Kris Duke	<b>Pittsburgh Housing Authority</b> 200 Ross Street, 1st Floor Pittsburgh, PA 15219 (412) 456-5085 Contact: Shannon Borghini
<b>Nassau County Department of Social Service</b> 101 County Seat Drive Mineola, NY 11501 (516) 571-4468 Contact: Nancy Klei	<b>Town of Concord</b> 22 Monument Square Concord, MA 01742 (978) 318-3025 Contact: Linda Clark
<b>Nassau County Department of Assessment</b> 240 Old Country Road, 4th Floor Mineola, NY 11501 (516) 571.2792 Contact: Jim Davis	<b>Town of Hooksett</b> Municipal Buildings Hooksett, NH 03106 (603) 485-4782 Contact: Liz Dinwoodie
<b>Pembroke School District</b> Pembroke, NH 03275 (603) 485-5187 Contact: Peter Aubrey	<b>Township of Berkeley Heights</b> 29 Park Avenue Berkeley Heights, NJ 07922 (908) 464-2700 X 2220 Contact: Patricia Raypack

## Attachment VI

### Pricing Structure

In the interest of providing a simple and easy to apply pricing structure, Randstad is submitting a unilateral pricing structure. This pricing structure will not change should Randstad and the City of Sunnyvale agree to supplement this program with a Randstad Agent, on-site at the City of Sunnyvale. This structure reflects pricing for four separate categories of employees:

1. Randstad Temporary Personnel – Short-term assignment.
2. Existing temporary talent transitioning to Randstad.
3. Allied Vendor Personnel – All assignments.
4. Payrolled Temporary Personnel – Personnel Referred to Randstad by the City.

### Temporary Staffing Services

Randstad will provide temporary personnel to the City of Sunnyvale at the following rates.

Randstad Talent	36% mark-up
Randstad Payroillees *(see paragraph below)	30% mark-up
Adecco Talent	38% mark-up
Adecco payroillees with benefits	32% mark-up
Allied Vendor Talent	Up to 45% mark up

\*These mark-ups are based on the employee's rate.

All overtime hours will be billed at 1.5 times the straight time bill rate.

Temporary staffing personnel shall be eligible for our complete benefits package including medical coverage, vision care coverage, dental coverage, short-term disability coverage, term life benefit, 401k, supplemental benefits (education discounts, pet insurance, concierge service, clothing purchases, etc.), paid vacation time and paid holiday time.

### Transitioned and Payrolled Temporary Employees

A Payrolled Temporary Employee shall mean an individual recruited, evaluated and selected by The City of Sunnyvale and sourced to Randstad for a specific position at The City of Sunnyvale. Randstad shall not be responsible to any degree for the recruitment or selection of such individuals, but Randstad reserves the right to decline to accept for employment any such individual, provided that such decision is not unlawful. In the event that The City of Sunnyvale requests Randstad to provide testing for these individuals, Randstad will provide that service to the City for an at cost charge.



## **Attachment VI**

Payrolled Temporary Employees shall be eligible for our complete benefits package including medical coverage, vision care coverage, dental coverage, short-term disability coverage, term life benefit, 401k, supplemental benefits (education discounts, pet insurance, concierge service, clothing purchases, etc.), paid vacation time and paid holiday time.

### **Web-based Requisition System**

One of the greatest resources available for managing the temporary workforce at the City of Sunnyvale is Randstad's web-base requisition system. Due to the 960 hour limitation placed upon assignments at the City of Sunnyvale, a smaller temporary workforce will require the same, if not more, management resources. Our customizable web-based requisition system will provide the City of Sunnyvale with the most time efficient system for their needs.


The employment climate and costs of employment are constantly changing. For example, the State of California has recently changed the rate schedule for Unemployment Insurance from 0.7% to 3.4%, and 5.7% after the first three years.

### **Equipment Availability**

Randstad will consider providing the City of Sunnyvale one to three terminals at no cost to the City and also provide all hardware and software.

# Employee Transition Timeline

	1	2	3	4	5	6	7	8	9	10	11	12	13
Randstad receives all new requisitions													
45 Day Due Diligence Period with no change to Talent status													
Evaluations conducted with input from direct supervisor													
Recommendations from evaluations forwarded to Client for hiring decision once liquidation period is met													
Hiring decisions made by Client													
Talent is hired by Client or moved to Randstad payroll if liquidation period is met													
<b>Examples:</b>													
Susan Brown started 3 weeks prior to week 1: Moves to Randstad payroll on week 11 because the liquidation was met on week 10													
Mary Jones started 5 weeks prior to week 1: Moves to Randstad payroll on week 9 because the liquidation period was met on week 8													
Bob James started 6 months prior to week 1: Moves to Randstad payroll on week 7 because the liquidation period was met 3 months ago													

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# Implementation Timeline

Responsibility		Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9	Week 10
<b>Planning Phase</b>											
Client and Randstad each select Implementation Team Members	Randstad/Client										
Implementation Team Action Items:											
Creates Implementation Timeline	Randstad/Client										
Schedules weekly meetings for 8 weeks	Randstad/Client										
Completes Account Profile	Randstad/Client										
Identifies Client network	Client										
Identifies Randstad network	Randstad										
Conducts Expectations Meeting	Randstad/Client										
Determines talent transition policies	Randstad/Client										
Determines requisition protocol	Randstad/Client										
Determines time and attendance process	Randstad/Client										
Determines invoicing requirements	Randstad/Client										
Determines reporting process	Randstad/Client										
Creates Information Packet	Randstad										
Schedules local weekly teleconferences	Randstad										
Client Communication Plan											
Universally announces Randstad partnership	Client										
Notifies current staffing provider	Client										
Issues corporate directive to use Randstad	Client										
Issues announcement to talent	Client										
Institutes Partnership Promotion Plan	Client										
Randstad Communication Plan											
Randstad internal communications	Randstad										
Current staffing service provider communications	Randstad										
Subcontractor communications	Randstad										
Talent communications	Randstad										
<b>Discovery Phase</b>											
Randstad weekly teleconference	Randstad										
Training of on-site team	Randstad										
Strategy meetings held	Randstad/Client										
Talent transition meetings scheduled	Randstad										
Individual meetings with talent held	Randstad										
Talent evaluations conducted	Randstad										
Departmental Needs Analysis completed	Randstad/Client										
Job Analysis performed	Randstad/Client										
Partnership Development Plan designed	Randstad										
Subcontractor relations:											
Subcontractor contract signed	Randstad										
Subcontractor information packet delivered	Randstad										
Subcontractor service meetings held	Randstad										
Subcontractor quality assurance system installed	Randstad										
<b>Execution Phase (if on-site)</b>											
Talent Team:											
Recruiting strategy communication and preliminary plan											
Recruiting strategy program											
On-boarding process											
Recruitment action steps											
Retention Programs											
Operations Team:											
Office set-up											
Database information											
Invoice and billing systems											
Requisition process											
Policies and procedures											
Customized orientation and guidebook											
Safety awareness program											
Tracking and reporting process											
Partnership Development Plan action steps											
Account manual documentation											
Compile "To Do List" of open items	Randstad										
Obtain feedback	Randstad/Client										
Talent transition to Randstad	Randstad										

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## ATTACHMENT VIII

At Randstad our vision, quite simply, is to build an unparalleled pool of talent for Cypress. By focusing first on talent, Randstad is able to give Cypress what really matters: Access to a better more skilled work force.

We take the time to understand what talented people want and need. We get to know our talent personally, understanding their career goals and work preferences. This means we're acutely aware of their unique strengths and abilities so we can match our talent with your skill requirements - the first time, every time.

What's more, we offer some of the most innovative benefits and training programs around. All designed to attract, develop and retain the best people. And all, ultimately, to keep Cypress more competitive.

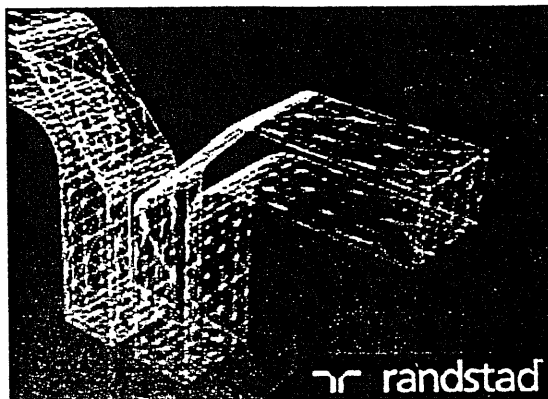
Randstad concentrates on five key areas most in demand at Cypress. We offer experienced, capable people in the following areas:

- Office Talent
- Industrial Talent
- Technical Services
- Creative Talent
- Professional Resources

To get started, please select your location below:

Please select a location

**Submit**



An on-site Randstad agent is located in San Jose (Bldg 2.1) to assist you with all of your temporary staffing needs throughout the U.S. Contact James Creech at (408) 456-1894.

Randstad can assist you with all of your hiring needs:

- Temporary Talent
- Payrollee (talent you have found and wish to payroll through Randstad)
- Direct Hire (Search Agency Service - additional fee apply)
- Temp to Permanent Placement

Once you submit your location above, to learn more about our services, please review the San Jose Manager's Guidebook located under the Service Documents tab.



To request Randstad Talent please complete the following form to the best of your ability. (\* Required Fields)

Once submitted, this form will be routed to the Randstad Agent below so that the necessary approvals can be obtained.

## Requester Information:

\* Your Name:

\* Department Name:

\* Cost Center Number:

PO Number:

\* Phone:

   ext 

\* Fax:

\* Email: (CY initials)

 @cypress.com

\* First Step:

- ☐ Payrollee  
☐ Resume First  
☐ Interview First  
☐ Randstad Selects Talent

\* Controller: (CY initials)

 @cypress.com

\* VP: (CY initials)

 @cypress.com

\* HR Business Partner: (CY initials)

 @cypress.com

## Job Description/Skills:

Administrative Assistant

Material Handler

Accounting Clerk

Fab Technician

General Clerk

Senior Accountant

Quality Control Technician

## Job Specifications:

If you don't see the specific job description on this page, please contact your local Randstad office below.

\* Desired Job Description:

 Please select an option below

\* Postion Type:

- ☐ Temporary Talent

- ☐ Payrollee  
☐ Direct Hire (Placement Service - add'l fees apply)  
☐ Temp to Permanent Placement

\* Number of Employees Needed:

\* Start Date:

 Month  Day

\* End Date:

 Month  Day

\* Scheduled Hours:

Additional Requirements:

Job Description (other):

Reporting to:

 CA, San Jose, Bldg. 1

Report to Name: (CY initials)

Report to Phone:

   ext 

Please Contact your local Randstad office if you have any questions or comments. Randstad is an equal opportunity employer.

Randstad National Program Manager  
195 Champion Ct.  
San Jose, CA  
Telephone: (408)456-1894  
Fax: (408)727-6434

Primary Contact:  
James Creech  
[James.Creech@us.randstad.com](mailto:James.Creech@us.randstad.com)

**Submit**

**Cancel**



If you would like to extend the assignment of a current Randstad Talent, please complete the form below. (\* Required Fields)

Once submitted, this form will be routed to the Randstad Agent below so that the necessary approvals can be obtained.

#### Requester Information:

\* Your Name:

\* Randstad Talent Name:

\* Cost Center Number:

PO Number:

\* Phone:    ext

\* Fax:

\* Email: (CY initials)  @cypress.com

\* Controller: (CY initials)  @cypress.com

\* VP: (CY initials)  @cypress.com

\* HR Business Partner: (CY initials)  @cypress.com

#### Job Specifications:

\* New End Date:  Month  Day

Additional Information:

Reporting to:  CA, San Jose, Bldg. 1

Report to Name: (CY initials)

Report to Phone:    ext

Please Contact your local Randstad office if you have any questions or comments. Randstad is an equal opportunity employer.

Randstad National Program Manager  
195 Champion Ct.  
San Jose, CA  
Telephone: (408)456-1894  
Fax: (408)727-6434

Primary Contact:  
James Creech  
[James.Creech@us.randstad.com](mailto:James.Creech@us.randstad.com)

If you would like to convert a Randstad employee to a Cypress employee, please complete the form below. (\* Required Fields)  
Once submitted, this form will be routed to the Randstad Agent below so that the necessary approvals can be obtained.

Requester Information:

* Your Name:	<input type="text"/>
* Randstad Talent Name:	<input type="text"/>
* Cost Center Number:	<input type="text"/>
PO Number:	<input type="text"/>
* Phone:	<input type="text"/> <input type="text"/> <input type="text"/> ext <input type="text"/>
* Fax:	<input type="text"/> <input type="text"/> <input type="text"/>
* Email: (CY initials)	<input type="text"/> @cypress.com
* Controller: (CY initials)	<input type="text"/> @cypress.com
* VP: (CY initials)	<input type="text"/> @cypress.com
* HR Business Partner: (CY initials)	<input type="text"/> @cypress.com

Job Specifications:

* New End Date:	<input type="text"/> Month <input type="text"/> Day
Additional Information:	<input type="text"/>
Reporting to:	<input type="text"/> CA, San Jose, Bldg. 1
Report to Name: (CY initials)	<input type="text"/>
Report to Phone:	<input type="text"/> <input type="text"/> <input type="text"/> ext <input type="text"/>

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Submit

Cancel



## My Randstad Talent Feedback:

	Strongly Agree	Agree	Disagree	Strongly Disagree
1. Achieve quality results through daily performance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Have the appropriate skill set needed for the position	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Performs well when faced with challenging deadlines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The performance and value of our talent is inline with our costs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional Comments:

## My Randstad Account Team/On Site Agent:

	Strongly Agree	Agree	Disagree	Strongly Disagree
5. Effectively matches candidates to appropriate positions in a timely manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Utilizes feedback to coach and develop Talent to improve daily performance results	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Please check the appropriate response describing your confidence in giving Randstad a referral to a colleague within or outside of your organization				

- ☐ I am very satisfied with my relationship with Randstad. I would give Randstad an unconditional referral to a colleague or co-worker.
- ☐ I am satisfied with Randstad as a company and I would refer Randstad to a colleague; however, I would need to explain certain areas of improvement needed to have the ideal relationship before giving my referral.
- ☐ I am occasionally satisfied with Randstad, although I am also disappointed at times with their service levels. I would feel comfortable in giving a referral only if I see Randstad demonstrate a steady pattern of meeting my expectations.
- ☐ I am seldom satisfied with the performance of Randstad. I would not feel comfortable in giving any sort of referral at this time.

Submit

Cancel